

Program A: Administration**OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The continuation level performance values shown in the following standard performance tables reflect the agency's continuation level budget request.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003. Specific information on program funding is presented in the financial section.

FY 2002-2003 PROGRAM PERFORMANCE FORM

DEPARTMENT ID: 14- Department of Labor

AGENCY ID: 14-474 Office of Workforce Development

PROGRAM ID: Program A: Administration

1. (SUPPORTING) To utilize available means of communication to maximize public awareness of agency services. ¹

Strategic Link: Office of Workforce Development, Prog. A, Goal I - *The Office of the Secretary, through its Administration Program, will provide a leadership and communications system including executive administration and public relations functions to assure effective communication of Agency policies and programs.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Number of presentations to employer groups	48	50	52	52	52	52
S	Number of public service announcements	12	12	13	13	12	12
S	Number of press releases	52	80	52	80	80	80

FY 2002-2003 PROGRAM PERFORMANCE FORM

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2. (SUPPORTING) To reduce, by 10%, the number of negative audit findings by internal auditors.

Strategic Link: Office of Workforce Development, Prog. A, *Goal II - Reduce, by 50%, the number of negative audit findings by internal auditors by fiscal year 2006.*

Louisiana: *Vision 2020 Link:* Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Number of internal audits performed	20	21	19	19	19	19
S	Number of negative audit findings	27	23	25	25	23	23
S	Number of repeat audit findings	0	0	0	0	0	0

FY 2002-2003 PROGRAM PERFORMANCE FORM

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3. (KEY) To maintain a customer (user) satisfaction rating of excellent level of 65% for seminars and workshops sponsored or provided by the Louisiana Department of Labor.¹

Strategic Link: Office of Workforce Development, Prog. A, *Goal III - Make the Department increasingly responsive to the needs of its users and stakeholders.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Customer (user) satisfaction percentage	65%	99%	67%	67%	65%	65%

¹ To achieve and maintain a user satisfaction rating of excellent level of 65% for seminars and workshops sponsored or provided by the Louisiana Department of Labor.